SMARTUP SOCIAL INNOVATION LAB - REFERENCE LIST-	
Date	Project Description
May-Sep 2023	***Public Sector Innovation Training for Local Government and MZ (Mjesne Zajednice - Local Communities) Representatives*** SmartUp is working on designing and delivering two innovation training programmes aimed at representatives from local government and local communities. One training has been delivered to 46 participants, with the second scheduled for end of August. For this project, SmartUp designed a training framework, developed materials and facilitated the training. The focus of the trainings is on developing capacities for innovative thinking and practice, through a localized perspective. **Contracting authority**: UNDP BIH
Sep-Dec 2022	***Innovative financial models to support the transition to renewable energy sources (N.Macedonia)*** Financed by the Climate-KIC, this project will create a novel financing model to facilitate the transition to renewable energy sources (RES). The model will be based on best practices for community financing and impact investing for local government. By retrofitting a kindergarten with PVT hybrid collectors, the viability of the novel technology will be demonstrated for savings over a period of time. Various stakeholders will be involved in a participatory process to create the model, ensuring it is viable and feasible in the local context. The project will enable local government to approach retrofit and decentralized energy from a new financial perspective, by offsetting the costs of such interventions through crowdsourcing and similar partnerships and using the effectuated savings to push further the transition to RES. Scalability will be ensured by offering the process for creating the model as a product to other local governments and similar entities. **Donor**: EIT Climate-KIC
March 2022	***Workshop on service development for national parks (N. Macedonia)*** Within the project 'Digitalization of Governance as Tool for Rejuvenating Democracy', in cooperation with the Macedonian Chevening Alumni Association (MCAA) a workshop was organized: 'Challenges and opportunities for sustainable development of the national parks in Republic of North Macedonia' that featured the Minister of Environment and Physical Planning, Mr Naser Nuredini, together with the British Ambassador Rachel Galloway. More info here.

Mar 2020 - Jan 2023	**EDUINO (N.Macedonia),** the fastest-growing educational portal in N. Macedonia with 4,000+ video lessons for national preschool, elementary and secondary education students. The educational materials are developed by teachers/members of the EDUINO community on a voluntary basis, with phenomenal results: 4.5+ million views, 30,000+ student users, and 27,000+ teachers' users. The collective portal is now owned by the state Bureau for Development of Education (BDE), under approval by the Ministries of Education & Science and Labour & Social Policy. The project also develops an e-library, e-tutorials, training, webinars, Eduino Ambassadors, a Gameathon and lately the Eduino 2D Science Lab. The SmartUp team conceptualized and led the creation & design process of this mega-portal and its many participants/contributors. More at www.eduino.gov.mk The project is funded by UNICEF, the British Embassy and the European Union, and the unique Eduino co-creation & crowdsourcing methodology for empowering teachers has been recognized by the HundrED 2022 Global Collection HundrED profile. **Contracting authority**: UNICEF MK
Mar - Apr 2022	**Public Sector Innovation Training for Public Sector Leaders in BiH (Ref. BIH21-242-DT-Smart UP - "BiH/RtP/037 /21).** Project funded by the UNDP BiH, in which SmartUp designed and delivered an innovation training programme and a practical policy lab for senior policy leaders and selected (50) public sector representatives from all government levels. SmartUp also designed and delivered a ToT for a pool of 20 national trainers. **Contracting authority**: UNDP BIH
Feb - Sep 2021	**X-KIC project on circular economy in Western Balkans (Serbia, Kosovo, Montenegro, Bosnia&Herzegovina, Albania and N.Macedonia)** A Western Balkans project, financed by EIT Climate KIC, aimed at supporting the region in taking action towards emissions reduction and sustainability through the circular economy concept. The circular economy is a priority in the Western Balkans, which is currently performing below average in waste management and recycling. The innovation communities will support policymakers, universities and businesses to boost the economy, recovery from the Covid-19 pandemic effects, enhance innovation and foster knowledge-sharing across Europe. The final goal is to enhance job creation whilst acting on the youth diaspora and guide the WB towards a circular society. SmartUp mapped value-chain systems & stakeholders in North Macedonia, focusing on a broader circular economy approach to explore strategic alliances and cooperation opportunities among policymakers, authorities, international organizations and the private sector. It also delivered workshops and data visualization or dashboard tool that is publicly available. The planned circular catalyst will gather stakeholders in a sustained process of co-design and implementation of a portfolio of actions. More info here. **Donor**: EIT Climate-KIC
Aug 2021 - Dec 2022	**Climate KIC project - Future Cities of South East Europe** The Future Cities of South East Europe activity is co-financed by the EU, under the EIT Climate-KIC initiative, with SmartUp as the lead partners in 5 Balkan countries, in particular the cities of Maribor, Sarajevo, Skopje, Križevci and Niš. The mission is to accelerate the zero-carbon transformation of 15+ city neighbourhoods in at least 5 cities in South East Europe, making these into some of the best possible places in Europe to live, work and visit by 2025. SmartUp in partnership with the City of Skopje, prepared cases, guides, portfolios,

	and models envisaged under this regional initiative aimed at creating synergies that support green jobs. More info [here](#). Project financed by [Climate KIC](#). **Donor**: EIT Climate-KIC
Nov 2020 - May 2022	***"Inclusive and successful digital transformation for all - DIGITAL ALL" (N.Macedonia)*** Financed by the EU under ICEDA (Increasing Civic Engagement in the Digital Agenda) project, and managed by Metamorphosis Foundation The goal of the project is to contribute to faster digital city transition by establishing a fully functional e-support centre at the City of Skopje, to support citizens in using digital city services. SmartUp as a subgrantee established the e-government support centre, provided training & mentoring on the e-service web portal to centre staff and to the city administration, supported grants applications, developed a new citizen service, and created an NGOs register. More info [here](#).
Nov 2020 - Feb 2021	***Online platform for reporting pollution for the State Inspectorate for Environment in N. Macedonia*** The project was part of the *ClearUp* ('Razbistri se') initiative, managed by the Institute for Communication Studies and aimed at enhancing the cooperation between the State Environmental Inspectorate and citizens and at improved coordination in inspection supervision at the state and local level, for field inspectors. SmartUp developed a platform for communication between the citizens and the State Environmental Inspectorate, which would make reporting polluters easier for citizens, and ease the response by state inspectors. The project was funded by the British Embassy in Skopje. More info about the project can be found [here](#).
2020	***Velo Parking (N. Macedonia)*** Project financed by GIZ under the project Future Cities of South-East Europe, and in collaboration with the City of Skopje. SmartUP designed the concept and performed planned activities, which resulted in the first open Velo parking in Skopje. Over 50 citizens actively engaged in the co-design of the space together with public institutions, private sector reps and international organizations. This unique collaboration model resulted in a revitalization of a previously destitute public space. More info [here](#).
2020 - 2021	***Impact Investment Portfolio for local governments (within Future Cities of SEE project) (N. Macedonia, Skopje)*** Through the initiative Future Cities of South-East Europe, SmartUp in collaboration with Elson Solutions, and supported by Bankers Without Boundaries, worked on the development of a study and a guide for impact investing. The guide analyzed best practices and impact investment frameworks, current city strategies, operational plans, relevant regulations and municipal laws, and citizens' visions and areas of priority while considering the case of economic decarbonization of Skopje. The guide aids municipalities in-country and beyond, in strengthening their position as impact investors and eco-system integrators in unlocking impact investment potential to address complex cit challenges. More info [here](#). **Donor**: EIT Climate-KIC

Oct 2019 – Feb 2021	**#Inno4Edu - Setting up an enabling environment for improving quality teaching and learning through co-creation and innovation (N.Macedonia)** A project precursor to EDUINO, the national portal for educational resources for preschool and primary and secondary school students. The project developed challenges, interactive events, and game development hackathons, and provided functional integration of teachers to contribute directly to the initial portal. The project initiated the process of setting up an innovative environment and opportunities to co-create and develop educational solutions. This would, later on, become the basis for the larger EDUINO community. Funded by UNICEF and the British Embassy in Skopje, and endorsed by the Ministry of Labor and Social Policy, The Ministry of Education and Science, and the Bureau for the Development of Education. **Contracting authority**: UNICEF MK
Jul 2017 – Jul 2021	**City of Skopje Innovation Center – SkopjeLab (N.Macedonia)** The first public sector innovation lab in the Balkans, with a mission to work on innovative approaches to address challenges and problems facing the city. It showcases the benefit of bringing citizens' perspectives to decision-makers, in space for co-design and co-creation of services, policies and projects between the public administration of the City of Skopje, citizens, the business community and CSOs. SmartUp developed tailor-made innovative partnerships, reaching out to large corporates, SME's and startups, fortifying public-private partnerships and collaboration within the City of Skopje. More on Skopje Lab here. **Contracting authority:** UNDP Macedonia,
Activities under Skopje lab - City of Skopje Innovation Center project	**Cooling, recycling, donating: E-waste (N. Macedonia, Skopje)** The campaign within the SkopjeLab project, and in cooperation with Zero Waste, aimed at awareness raising among Skopje citizens, especially the youth - on e-waste and its proper disposal. It also implemented a design-thinking methodology and gathered ideas around the future implementation of e-waste management. The campaign displayed a fun, informative and creative public event for secondary school students aimed at promoting good practices on e-waste disposal, grass root problems/solutions identification, and promoted Канта.мк eco mobile app that was designed by SmartUp and financed by CPRM.
	Digital Service for Bulky Waste Collection (N. Macedonia) The project focused on redesigning and digitalizing a service for the collection of bulky waste from households and exploring the potential for the development of new service offerings. Results: a redesigned, digitalized service, with a completed UX and UI design; Detailed implementation plan and developed 4 new service offerings, with implementation directions; 10 people from the PE Komunalna Higiena, 5 experts in waste management and 15 citizens were introduced to an innovation framework for service improvement.
	Public Spaces Redesign 1 and 2 (N. Macedonia, Skopje) The 2-phase project within SkopjeLab portfolio, provided concepts for redesigning 7 public city spaces into green areas for relaxation of citizens, with the participation of professional NGO networks and associations within the concept of civic engagement. This initiative displayed an inclusive approach to creating redesign concepts with active civic participation. As a result, mapping was conducted of daily

	and evening routines, citizens' needs and environmental features, and the physical micro and macro environment. Results were a total of 16 redesign concepts developed as well as private-public partnerships in order to bring forward the implementation and tackle challenges. For more info click here for phase 1 and here for phase 2. More info on each location implementation in Aerodrom, Centar, Aerodrom, Karposh and Skopje.
	Energy Efficiency Campaign (N. Macedonia, Skopje) The campaign implemented within the SkopjeLab project financed by the UNDP created a 3-language toolkit (in Macedonian, Albanian, and English) describing energy efficiency in the home. It also included a webinar on this topic featuring a renowned expert in the energy efficiency area. and a video describing the process of energy efficiency at home for the general public.
	Definition of the model for finalization of the Green Cadastre (N. Macedonia, Skopje) Financed by the UNDP and in cooperation with the City of Skopje, the project gathered the 10 municipalities in the city of Skopje, aimed at defining the model for the green cadastre and defining the model for its sustainability. The project involved mapping the current implementation and service challenges, stakeholders, and partners, and in a workshop involving all stakeholders. As a result of this project, a draft model for finalization and sustainability of the green cadastre was submitted to and approved by the Skopje City Mayor and the mayors of the 10 Skopje municipalities, and a recommendations report. More info here.
Oct 2018 – Jul 2019	***ICT for Urban Resilience (N.Macedonia)*** The project aimed at strengthening admin capacities of the City of Skopje in planning & provision of services by using ICT solutions. The project activities covered: Design of an interactive technology tool for conducting research on the implemented activities within the "Resilient Skopje" strategy, story maps in the ArcGIS System for a visual representation of project activities, development of an online calculator for air pollution by cars with animation and infographics, and flooding study. A comprehensive media campaign was also produced. **Contracting authority**: UNDP
Oct 2018 – Jul 2019	***RE:THINK Libraries"Bibliobum" (N.Macedonia)*** The project's overall purpose was revitalizing 7 public libraries in Macedonia aimed at re-invigorating bonds between libraries and local communities, positioning them to act as key actors for local communities and secure multifaceted financing for sustainability. This was done by working on designing programs, services and activities that respond to community needs, based on design-thinking methods to foster transformation in libraries. More info here. **Contracting authority:** The US Embassy in N.Macedonia.
2018 - 2019	***SkopjeseZagreva Interactive Visualizations Project (N.Macedonia)***

	The project examined Skopje citizens' heating habits and created a tool assisting policymakers to improve their decision-making and their policies. The data tool also supports public pressure by citizens, researchers, journalists, experts and others about the household heating problem in Skopje, one of the most air-polluted cities in the world. More info here. **Supported by**: The City of Skopje, Department for Environment **Financed by:** UNDP N.Macedonia
2018, 2019	***Generation Unlimited Youth Challenge, 2018 and 2019 (N.Macedonia)*** Under a global partnership that aims to ensure that every young person is in education, learning, training or employment by 2030, SmartUp implemented local contests as part of a global programme for 2 years. The challenges took place in 40 countries around the world, enticing young people to actively engage as "decision-makers by designing innovative solutions to local challenges. The incubation programmes designed by SmartUp have produced winners in the international top 5 challenges two years in a row. More info here. **Contracting authority**: UNICEF MK
May - Jun 2018	***Education camp #Inno4Edu (N.Macedonia)*** A follow-up of the #EducationHackathon, the aim of the 18-day edu-camp which featured 42 participants (youth, educators), over 30 experts, mentors and speakers, was scaling up 5 MVP solutions to 3 challenges and testing them in real environments within the formal education system. It also supported capacity building for systemic problem-solving and improving participants' social and professional skills. The concept and the camp organization were done fully by SmartUp. More info here. **Contracting authority**: UNICEF MK
April 2018	***GIZ German Cooperation Startup Camp – a side event to the WB Digital Summit 18-19 April 2018, Skopje (N.Macedonia)*** The goal of the StartUp Camp was to enable an informal co-working space reflecting the world of the startups, covering 4 different activities: inspirational talks, investor workshop, an open Innovation lab and a pitching competition. SmartUp planned and designed the event concept, managed the delivery and the team of consultants, supported the participating startups, and provided monitoring & evaluation. More info here. **Contracting authority**: GIZ N.Macedonia.
2017	***Organization of waste disposal workshops (N.Macedonia)*** The project aimed at organizing waste disposal workshops, where 35 stakeholders from different sectors engaged in the development of waste management solutions. Furthermore, 5 prototype solutions for waste management were developed, focusing on the primary selection and disposal of household waste.

	Contracting authority: UNDP
Dec 2017	**#EducationHackathon, within UNICEF Conference for Quality Education for growth, development, and a better future (N.Macedonia)** Gathering over 60 participants from across disciplines, ages, and including high-school students, professors, educators, business developers, game developers, programmers, graphic designers, etc, the event was led by over 20 mentors. Its main goal was to demonstrate the importance of undertaking a systematic and multidisciplinary approach to solving social challenges. Direct results were 5 solutions that were pitched in front of a 300+ audience on the last day of the conference organized by the Government, Ministry of Education and Science, Ministry of Labor and Social Affairs, and UNICEF. The first-ever hackathon in the country, uniquely conceptualized and fully delivered by SmartUp, to gather policy-makers and challenge participants. More info here. **Contracting authority**: UNICEF MK
Dec 2017	**Support the mapping /delivery of the user experience for the Ministry of Information Society and Administration National portal for e-services (N.Macedonia)** The goal of the project was to map the user experience using the space "Single point of Service" and prepare recommendations for improvement and design of the space for the Ministry of Information Society and administration. Conducted UX testing to assess user experience with the National portal for e-services for the Ministry of Information Society and Administration, and provided recommendations for improvement and new portal design. This covered developing a concept for testing, organization and realization of user experience testing (40 test users), developing a report with recommendations for improvement and new design of the portal and recommendations for services for a future pilot. More info here. **Contracting authority**: MISA & UNDP N.Macedonia
2016	**A Winter Course in Design Thinking (N. Macedonia)** In collaboration with the Faculty of Computer Science & Engineering, University Ss Cyril and Methodius, Skopje, and the Social Innovation Hub and sponsored by the UNDP, SmartUp designed and organized the first design thinking workshop for students in N. Macedonia. Focused on social issues and challenges, the training succeeded in equipping young people with the necessary skills for user-journey mapping, idea development, entrepreneurship, and business development. More info here.